

EX PARTE OR LATE FILED

1401 H Street, N.W.
Suite 1020
Washington, D.C. 20005
Office 202/326-3810



Celia Nogales
Director - Federal Relations

January 13, 1997

RECEIVED

JAN 13 1997

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

Mr. William F. Caton
Acting Secretary
Federal Communications Commission
1919 M Street, NW
Room 222
Washington, DC 20554

Re: **Ex Parte Statement**
CC Docket 97-1

Dear Mr. Caton:

On January 10, 1997, Mr. Brent Olson and Mr. Rob Tanner of the Policy and Program Planning Division met with Mr. Joe Rogers, Mr. Warren Mickens, Mr. Neil Cox, Mr. Jim Styf, Mr. John Lenahan and I at the Ameritech Service Center in Milwaukee, Wisconsin. The attached material was used in response to Commission questions concerning access to Ameritech's OSS System.

Sincerely,

A handwritten signature in cursive script, appearing to read "Celia Nogales".

Attachment

cc: B. Olson
R. Tanner

No. of Copies rec'd
List ABCDE

012



Operations Support

January 10, 1997

Ameritech Information Industry Services

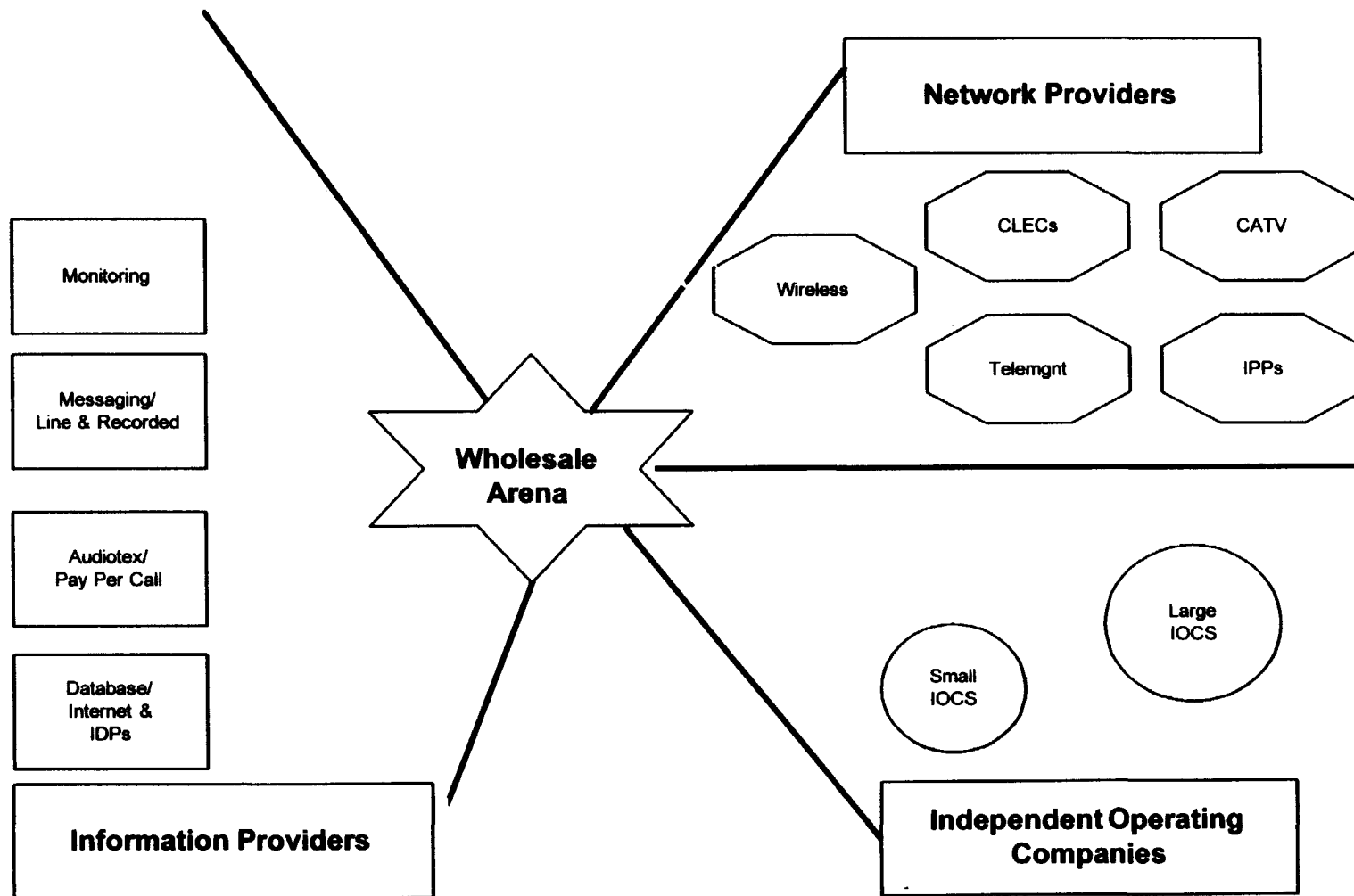
Resale/Unbundling Overview

January 10, 1997

Agenda

1. Overview of Visit
2. Current Organization
3. Operations Support
4. Service Center Tour
5. Walk-Through The Resale Process
6. Walk-Through The Unbundled Network Element Process
7. Network Element Coordination Center Tour
8. Customer Response Unit Tour

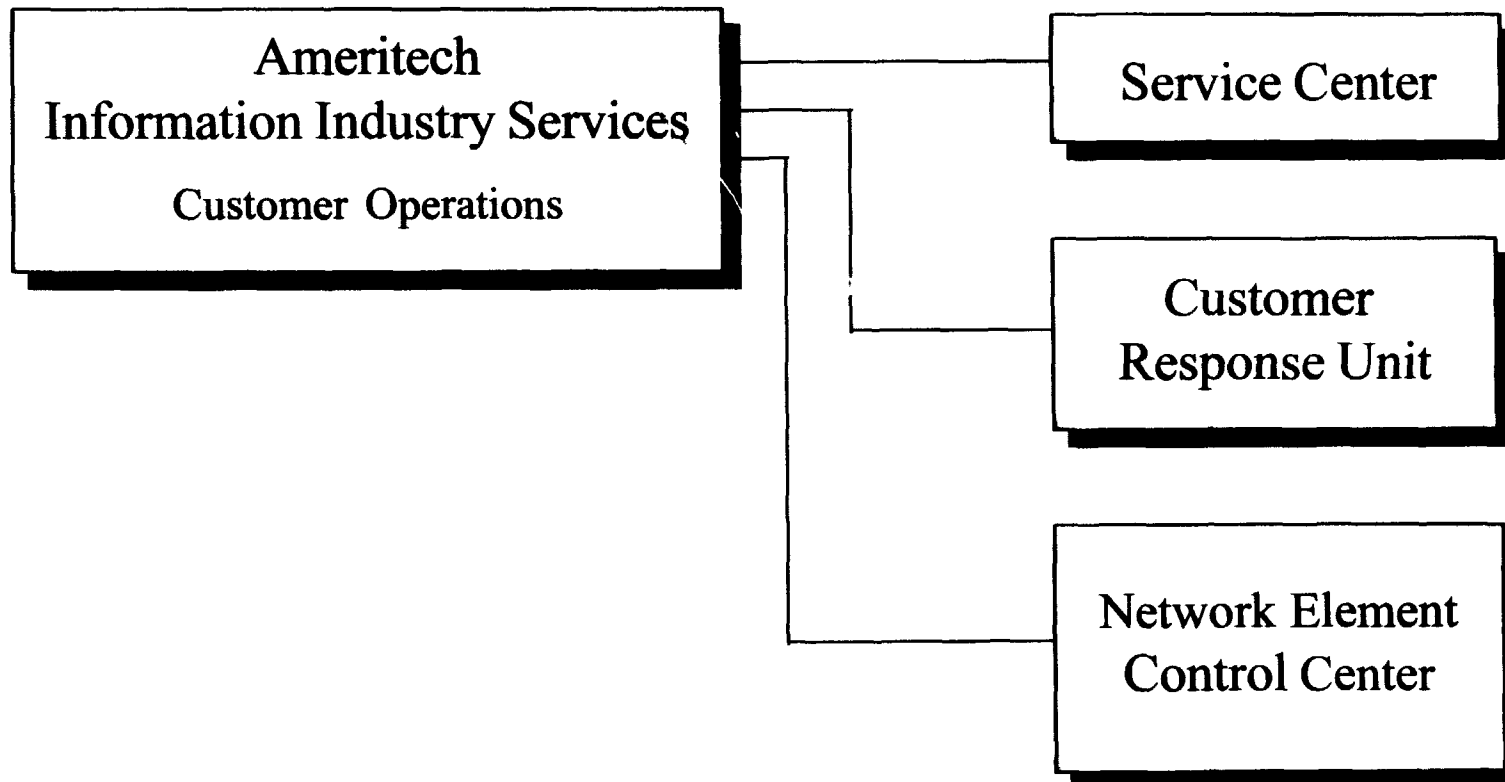
AIIS Customer Segments



CONFIDENTIAL - Solely for the use by employees of AIIS and the Board of Directors

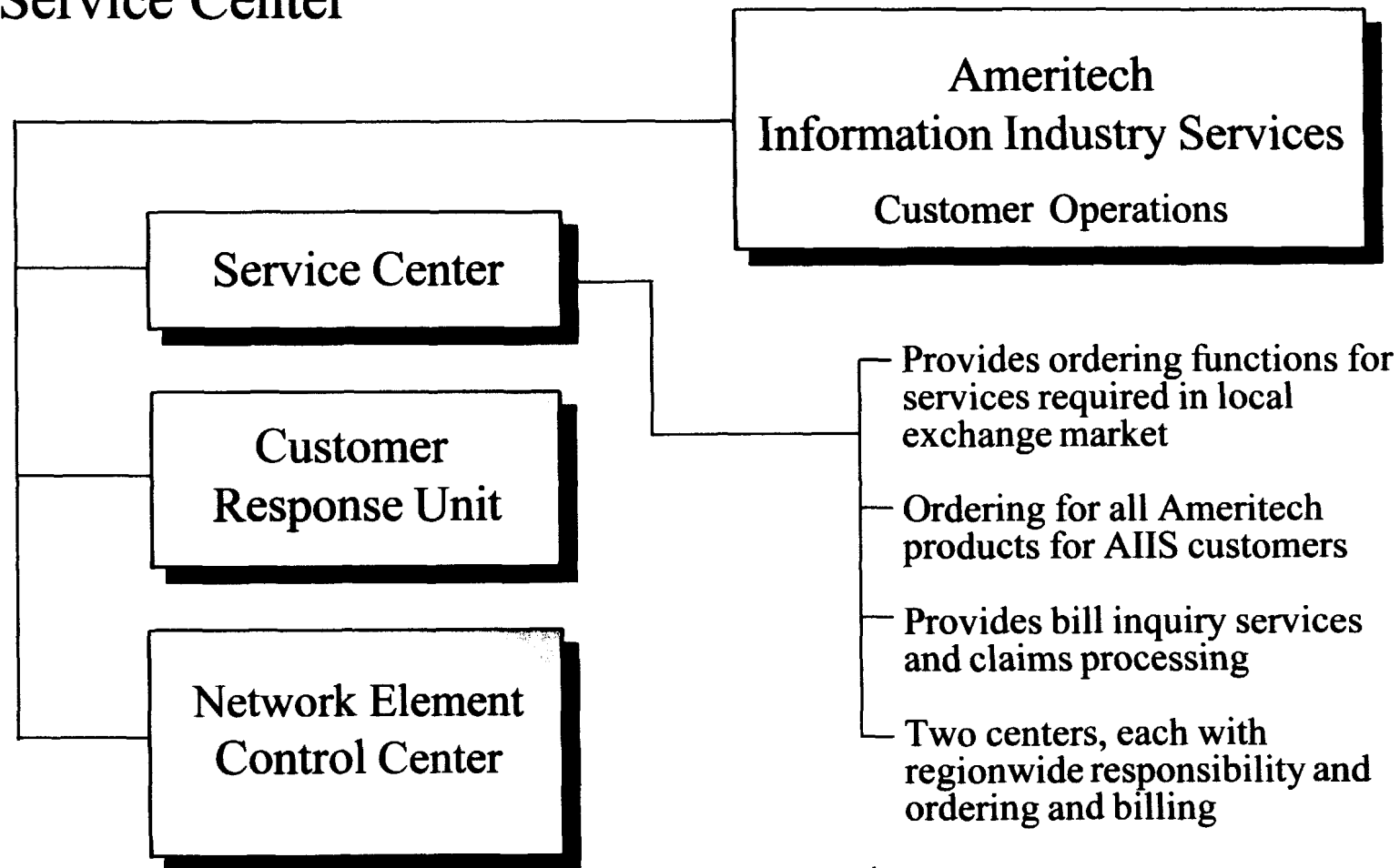
Current Organization

CLEC Provisioning and Maintenance



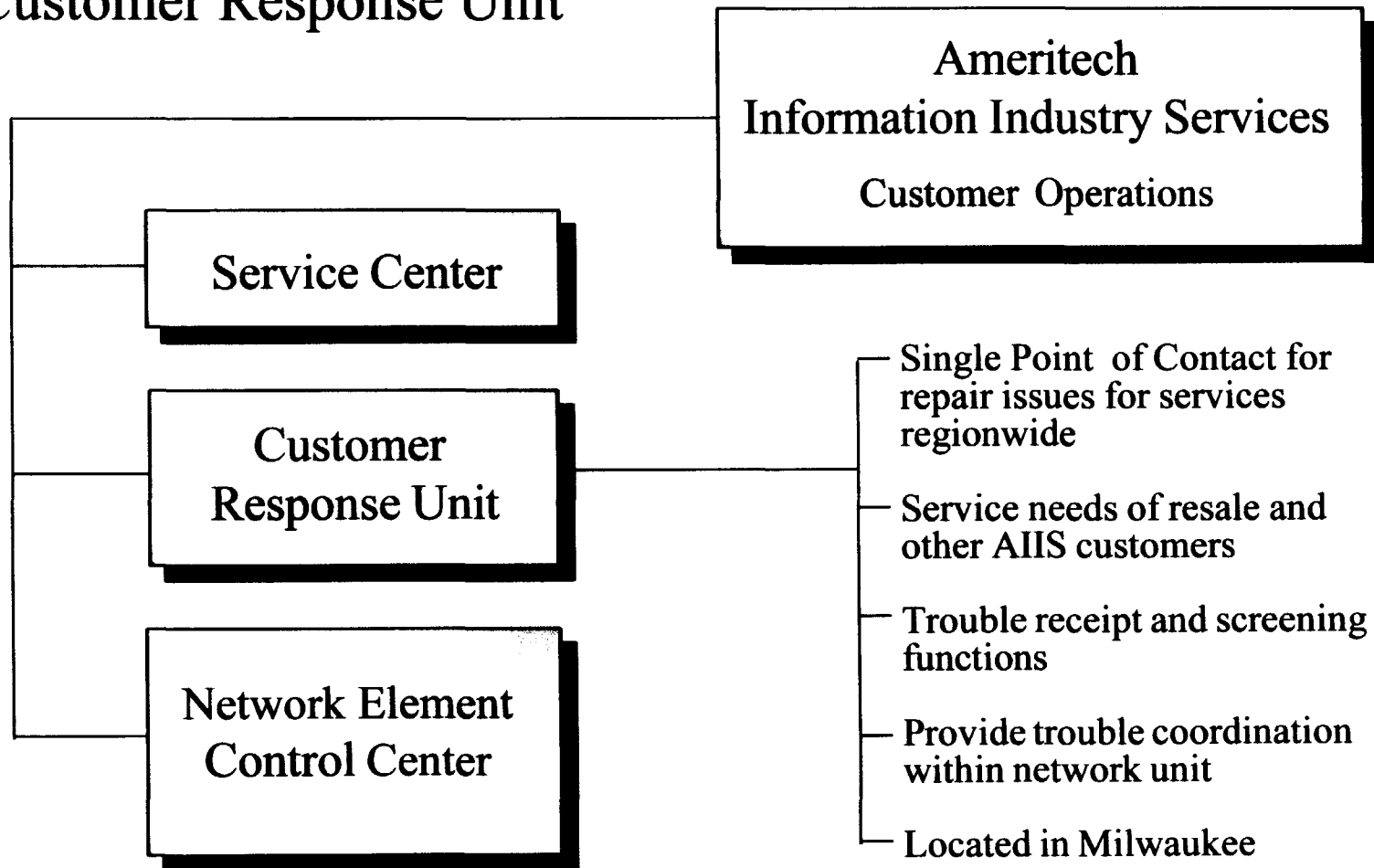
Current Organization

Service Center



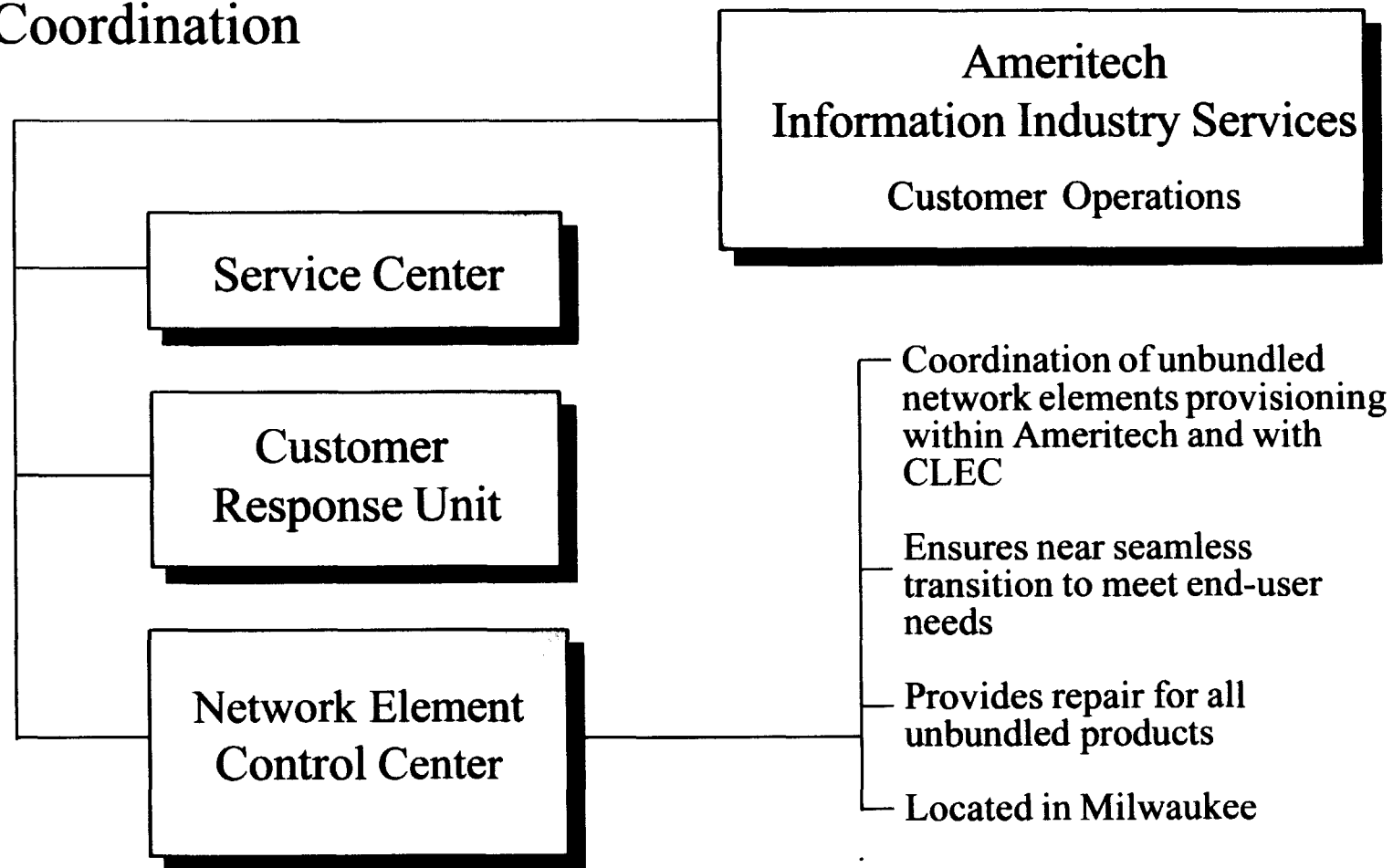
Current Organization

Customer Response Unit



Current Organization

Network Element Coordination



CLEC Ordering Process

- Customer Interactions

- Information needed to complete customer negotiation
- Access to data that Ameritech would use
- Information required near real time

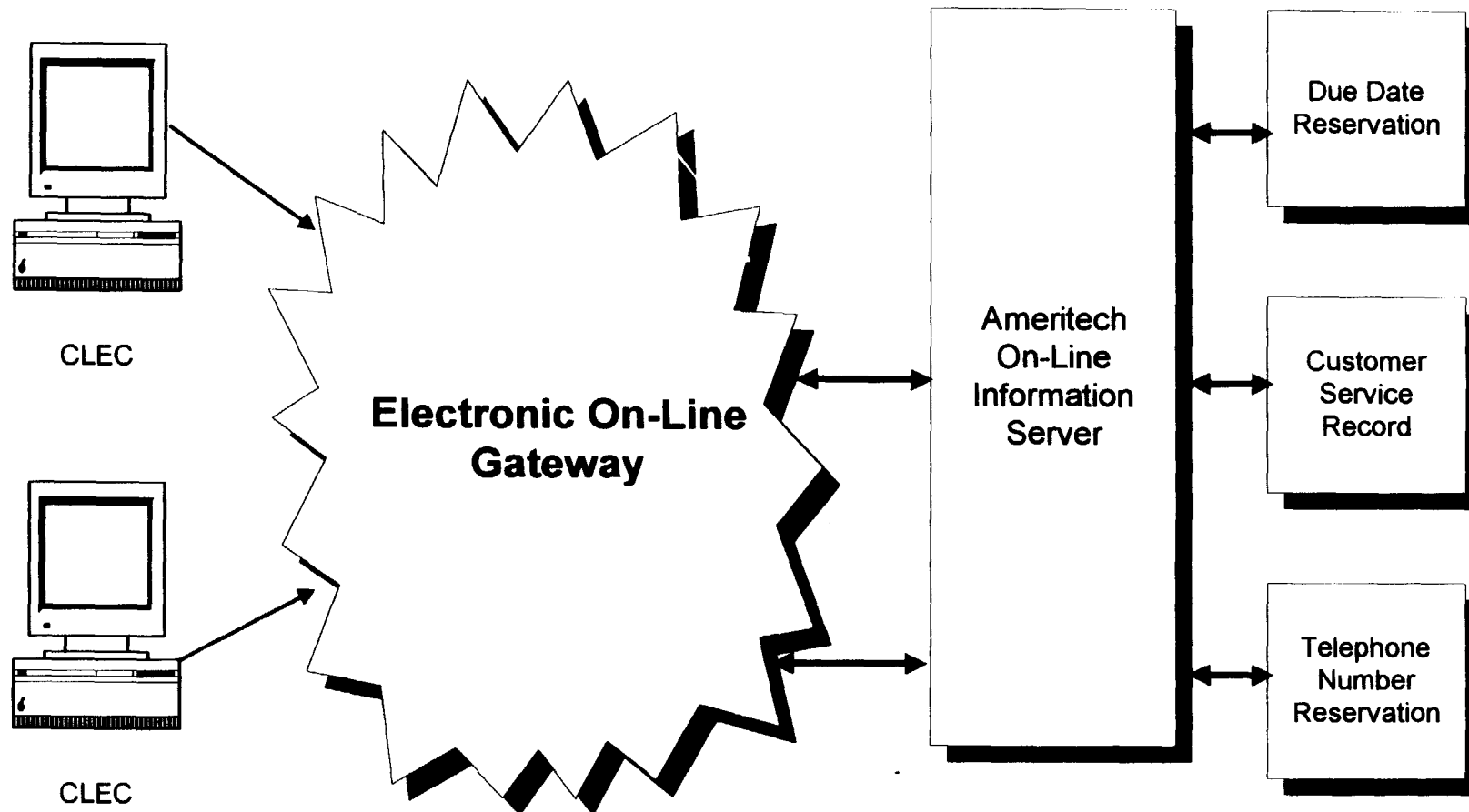
- Service Ordering

- Ability to submit order to Ameritech
- Orders processed in parity with Ameritech retail” units and Ameritech affiliates

- Order Status

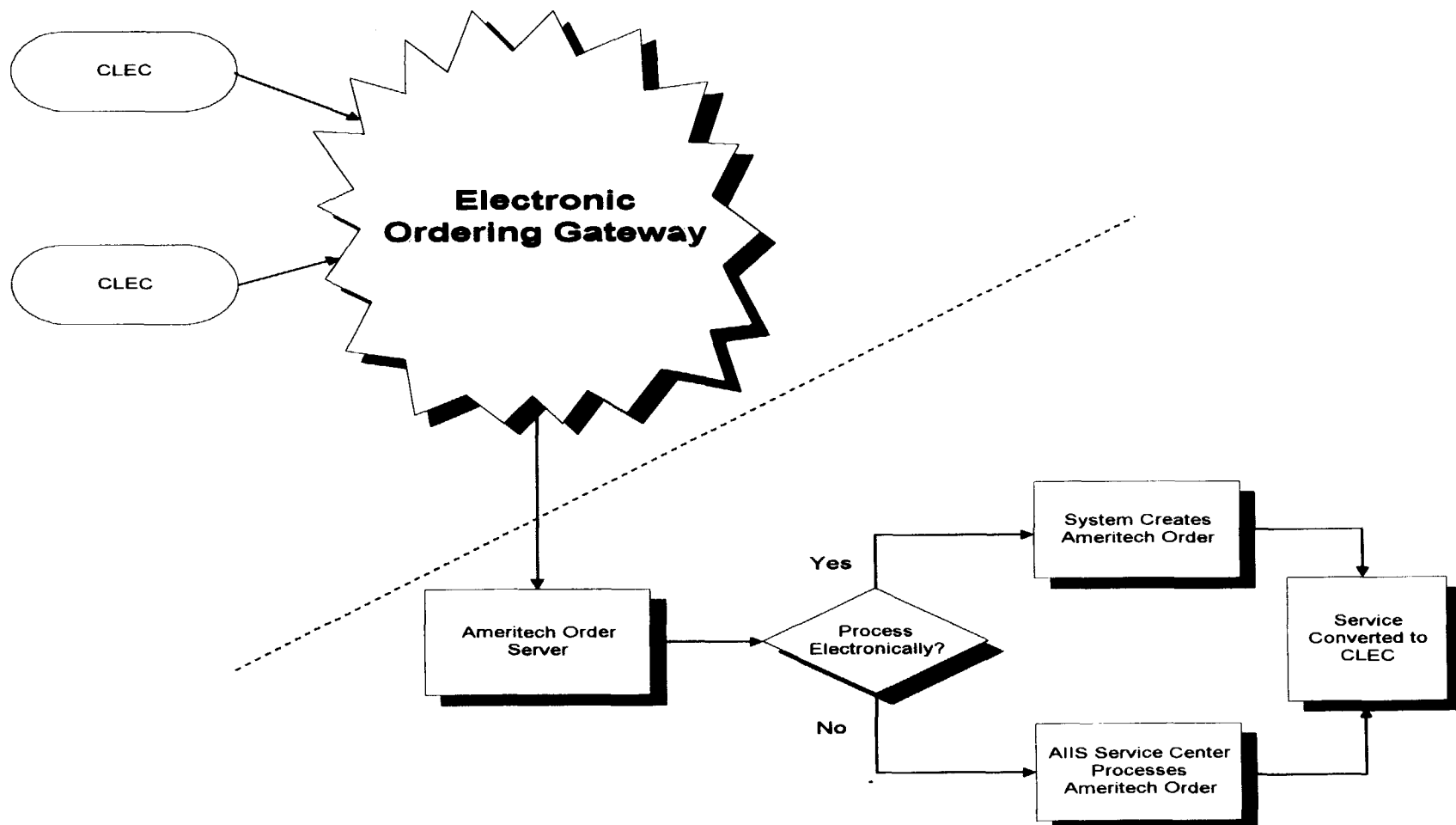
Customer Interactions

Pre-Ordering Functions



Order Processing

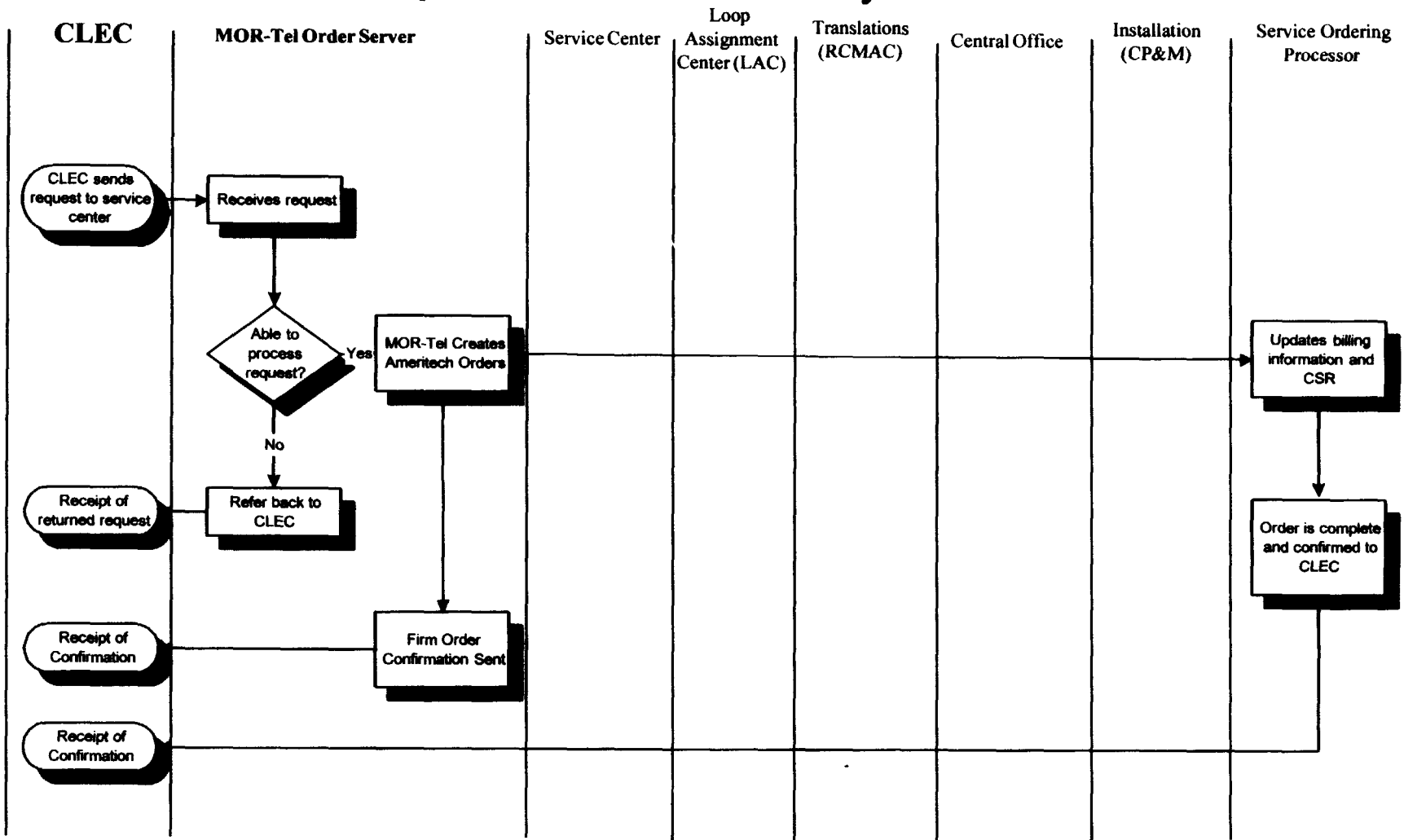
Electronic Ordering Process



Resale/Unbundling Process Walk-Through



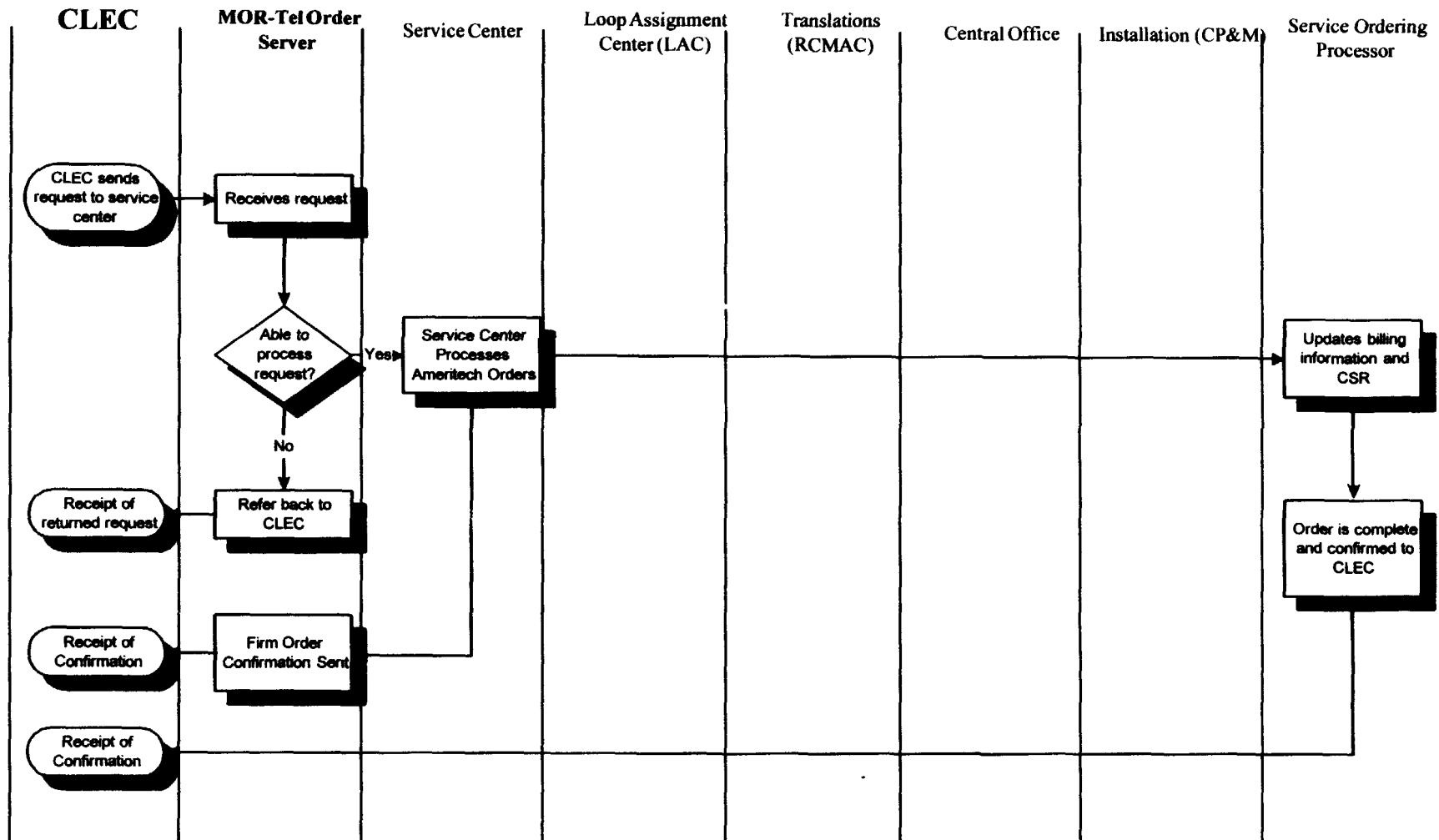
Resale
Converting Existing End-User to CLEC
Received Electronically/Processed Electronically



Resale

Converting Existing End-User to CLEC

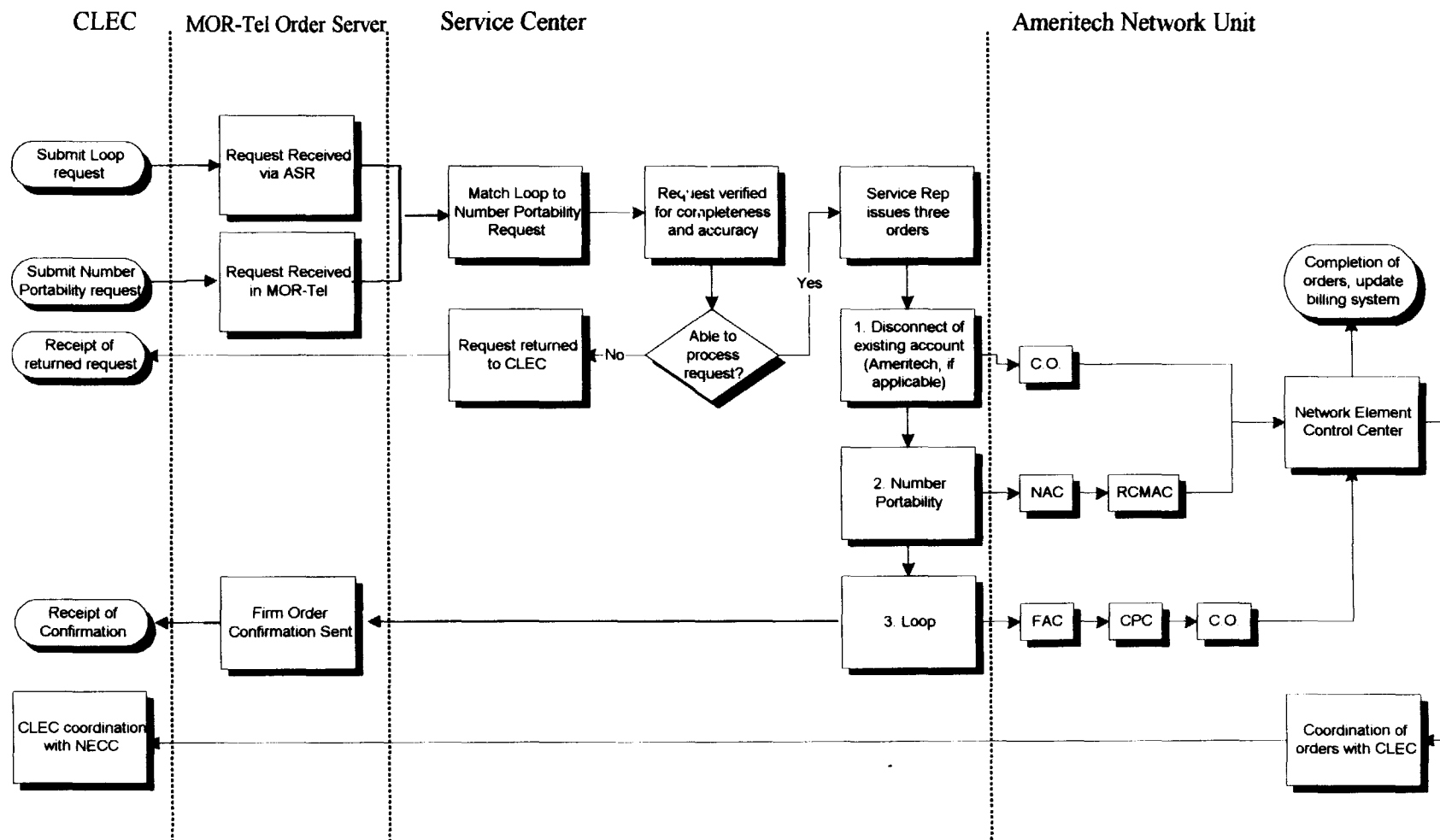
Received Electronically/Processed Manually



Unbundled Network Elements

Converting Existing End-User to CLEC

Received Electronically/Processed Manually



Operations Support Systems



Operations Support Functions

FCC Interconnection and Access Rules

- OSS Functions Associated with
 - Pre-Ordering and Ordering
 - Provisioning
 - Billing
 - Maintenance
- Parity with Affiliates and Internal Operations

Operations Support Functions

Scope of Requirements

- Pre-Ordering and Ordering
 - Customer Service Record
 - Telephone Number Selection
 - Due Date Selection
 - Feature Availability
 - Address Validation
 - Order Entry
- Provisioning
 - Order Status
- Billing
 - Usage
 - Monthly Bill
- Maintenance
 - Trouble Entry
 - Trouble Status

Parity Standards

- Same Functions as used Ameritech Customer Contact Personnel
- Information Identical to That Used by Ameritech
- Equivalent Access
- Comparable Time Frame

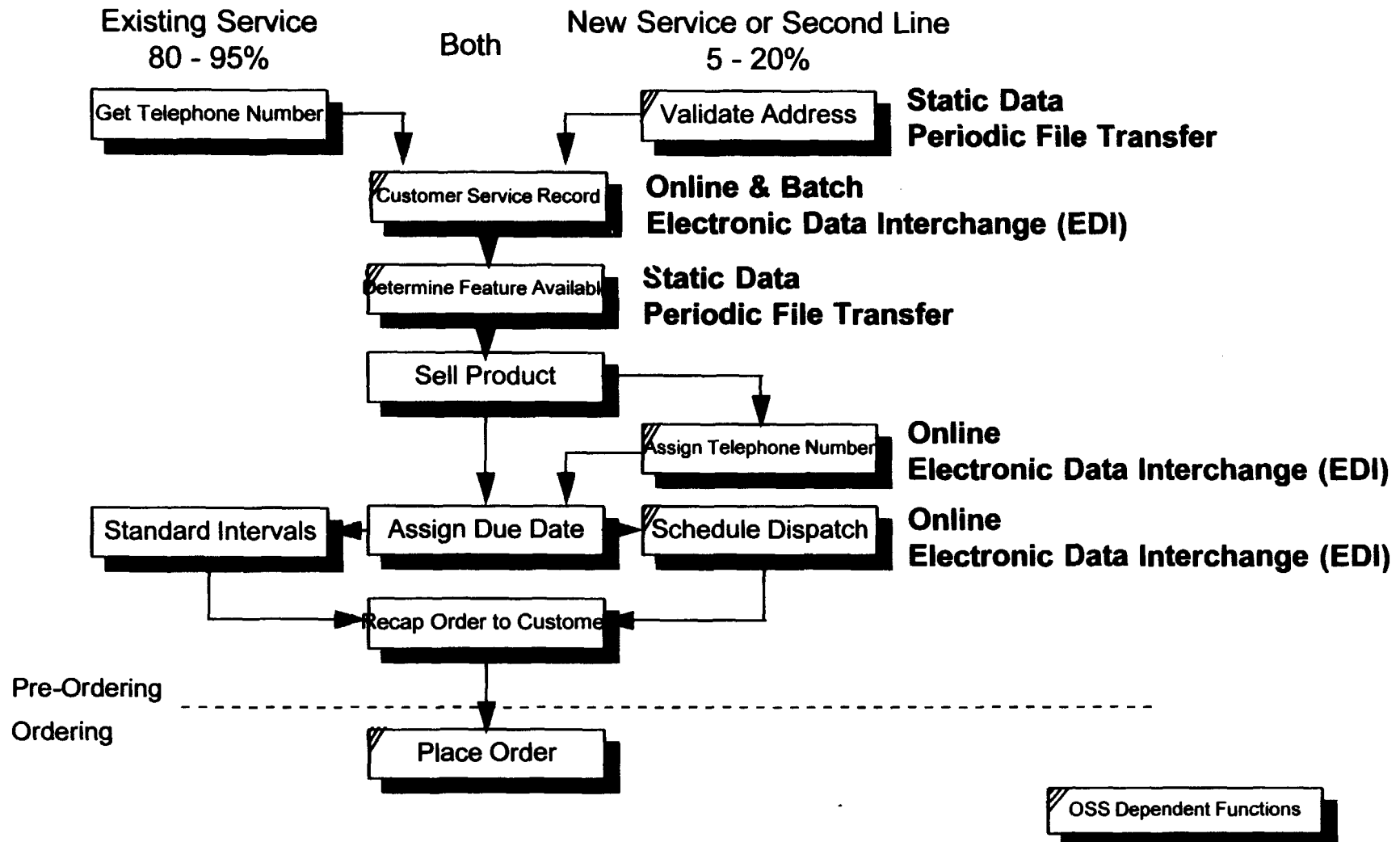
Operations Support Functions

Ameritech's Approach

- Consistent with Industry Standards (ATIS)
- Support Development of Additional Standards
- Two Types of Data
 - Static ➡ File Transfer with Periodic Update
 - Dynamic ➡ On-line Access
- Application to Application Interface
- Minimize Number of Interfaces

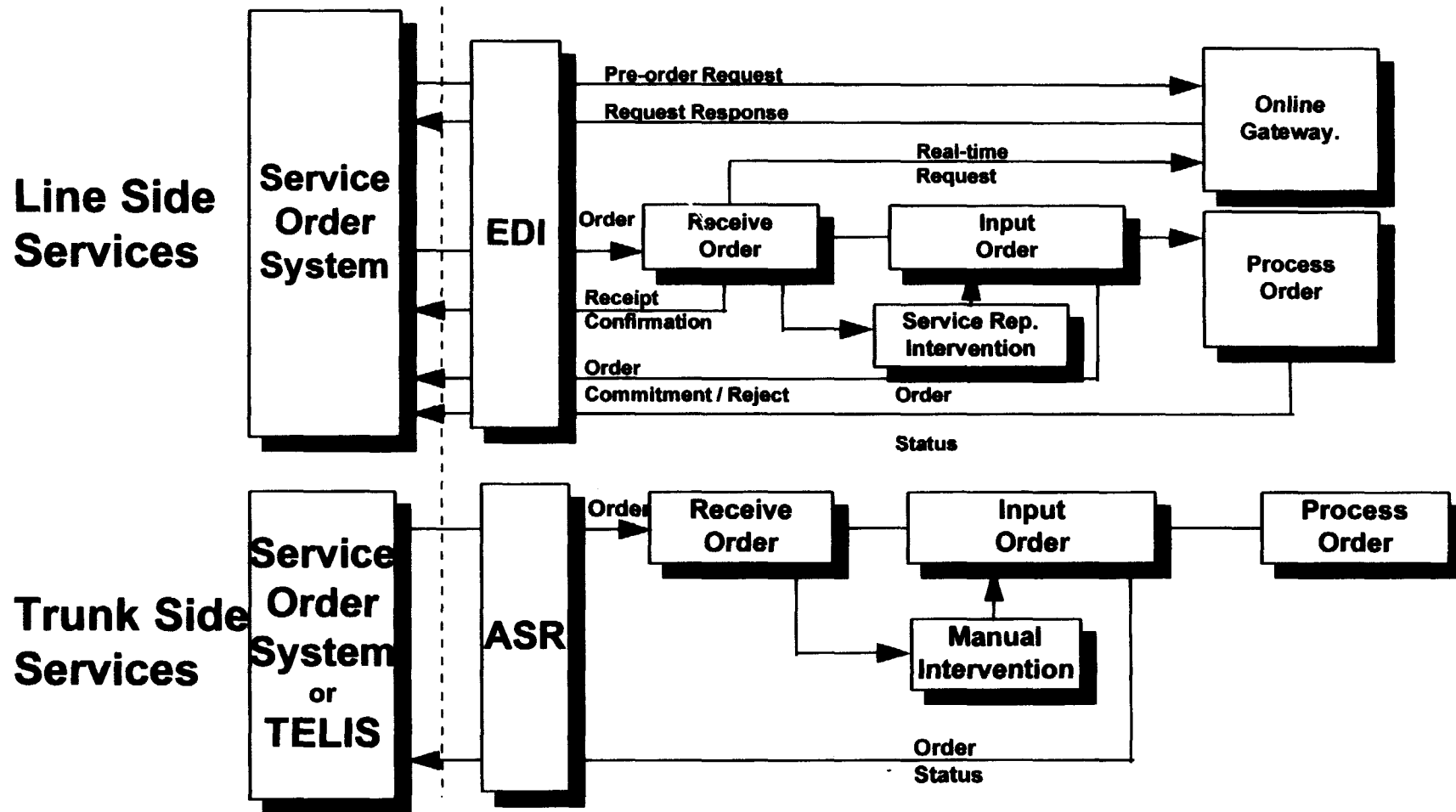
Pre-Ordering

Electronic Interfaces



Ordering and Provisioning

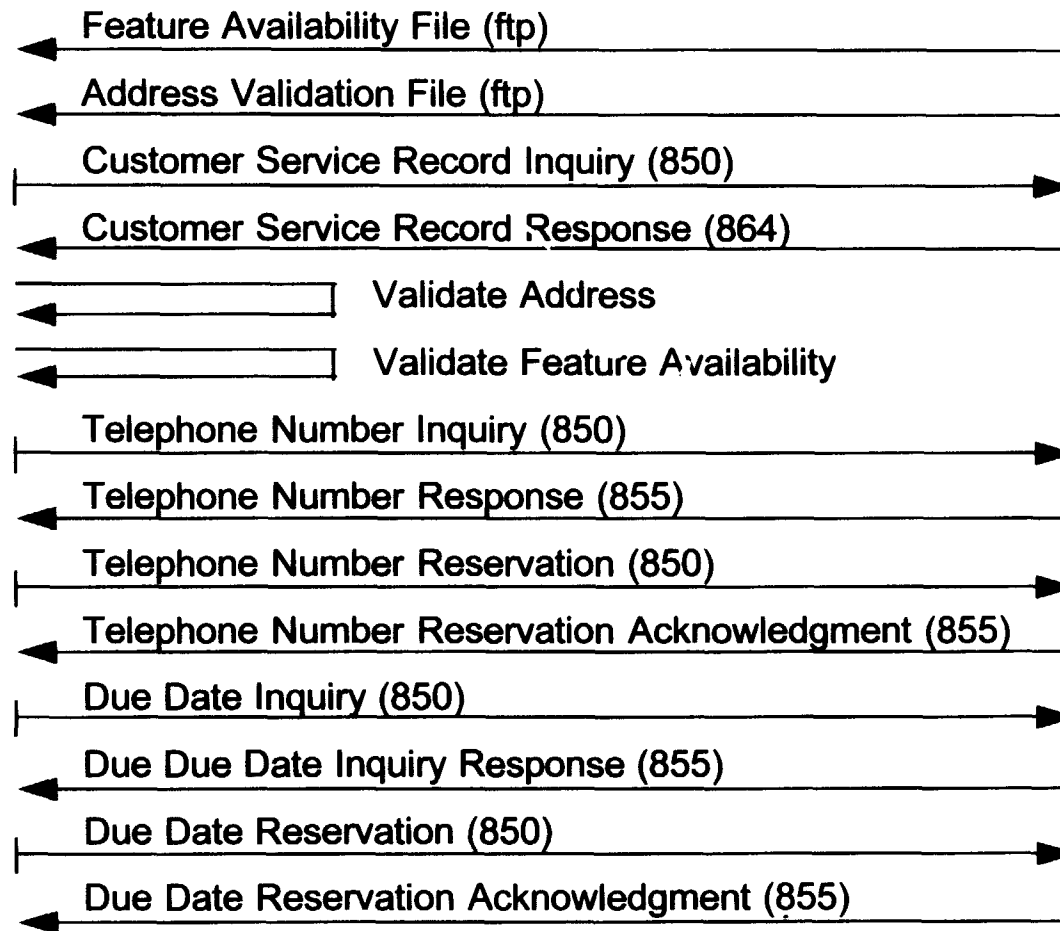
Electronic Interfaces



EDI Pre-Ordering

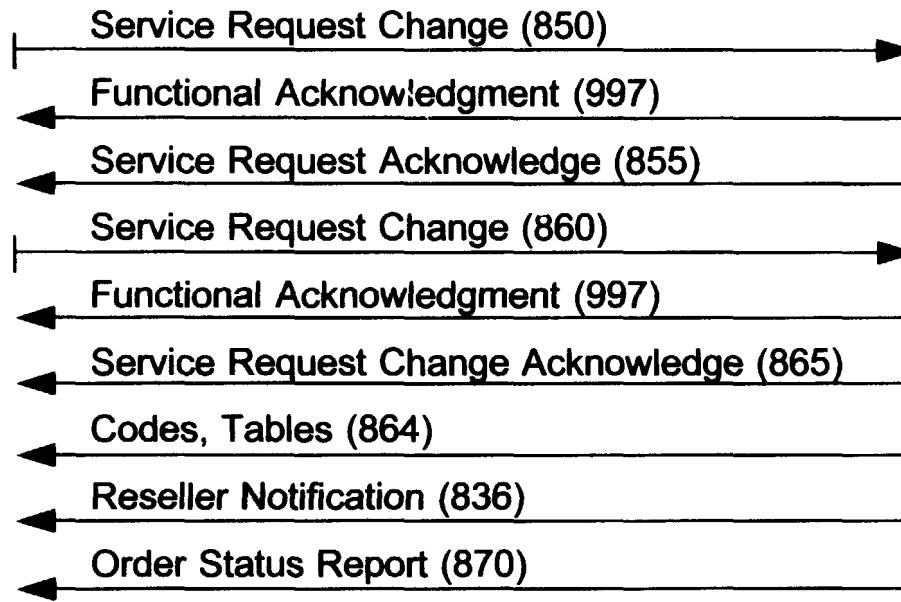
CLEC

Ameritech



EDI Ordering / Provisioning

CLEC



Ameritech

Maintenance

Electronic Interface

